

CartêGraph WORKdirector & CALLink Information Sheet

Overview

The Public Works Highway Division needed a tracking system to manage problem reporting and work orders. The CartêGraph WORKdirector & CALLink software meets this business need in two ways. CALLink gives Highway staff the tools to gather the information needed to record work requests. And WORKdirector tracks data on activities, materials, labor and equipment.

The IT Department provided project management, data migration, and system planning, design, and implementation service to the Highway Division. Vendor training on the software was coordinated by the IT department and provided to lead staff that will use the software.

The screenshot shows the WORKdirector software interface. The 'Work Order Information' section includes fields for Issue (Low/No Water pressure), Activity (Inspect), Address Number (1503), Route (CODY DRIVE), and Details (Low water pressure at address. Visit citizen and identify potential problem and solution). The 'Assigned To' section shows Assigned To (Julie Hoskins), Department (Street Maintenance), and Entered By (Ardie). The 'Status' section shows Work Order Status (High), Priority (High), Start Date, Stop Date, Request Entry Date, Repeat Interval, and Notes. The 'Details' section has tabs for Labor, Equipment, Material, and Associated Asset Events, with a table showing ID, Activity, Cost, Entry Date, Standard Hours, and Overline 1 Hour. Buttons for 'Go To Work Order', 'Associated Requests', 'Resource Entry', 'Close Work Order', 'Planned Work Orders', and 'Completed Work Orders' are visible.

Moving forward, the CartêGraph software may benefit additional Public Works divisions and provide asset tracking for GASB 34 reporting.

Highlights

- CALLink dynamically links to WORKdirector to generate work orders or work requests
- CALLink users can establish and monitor the status of each request (initiated, planned, scheduled, etc.) and schedule initial work assignments
- CALLink users can automatically print and/or e-mail requests
- WORKdirector tracks data on activities, materials, labor and equipment
- WORKdirector users can assign resources (labor, equipment, material, contracts, etc.) to work activities
- WORKdirector users can schedule and track work orders through stages of created, started, open and completed
- WORKdirector users can create work orders independently or from requests

The screenshot shows the CALLink software interface. The 'Request' form includes fields for Phone Number (919-555-0100), Alternate Phone, First Name (Brent & Deborah), Last Name (Authors), Citizen Address Number (205), Citizen Route (38TH STREET), Citizen Zip Code (50065), and a checkbox for 'Is Internal'. The 'Request Number' (AutoNumber) is 12-38085-03. The 'Issue' is 'Low Water Pressure' and the 'Details' are 'Home's faucets and toilets have very little water pressure'. The 'Observed Date/Time' is 06/17/2009 2:30:03 PM. The 'Address Number' is 205, 'Route' is 5TH STREET, 'Intersecting Route' is City CARTEville, 'Township' is Marker, and 'Cause Unknown' is checked. The 'Associated Work Order' is selected. The 'DataSheet View' table shows columns for Last Name, First Name, Middle Name, ID, Address Number, and Route, with rows of data for various citizens.

Interaction with Other Systems

- Data from several Admins-based systems, including Human Resources, Dataforce, and the Admins Unified Community financial system, was used to initially populate labor, equipment, and other information in the new CartêGraph system
- The CartêGraph system has the capability of linking to GIS

Project Details

- Project #: 04-10897
- Finalization/Delivery Date: 10/28/04